

GENERAL GUIDELINES FOR SERVING PEOPLE WITH DISABILITIES



Treat a person with a disability the same as a person without a disability (e.g. with dignity and respect)

If a person wants assistance, ask how to help and what to do (e.g. speak clearly, take arm, etc.)

Don't raise your voice unless asked to

Don't make assumptions-ask!

While acknowledging the presence of an interpreter, attendant, or companion, remember to address the person with a disability directly

Don't be afraid to ask someone to repeat something you didn't understand

HOW TO INTERACT WITH PEOPLE WITH DISABILITIES

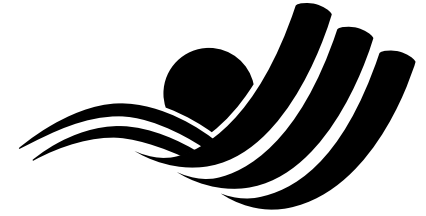
To help you communicate with a person with disability in a way that takes their disability into account remember these basics: **'TALK'**,

- T** – Take the time to ask: “May I assist you?”
- A** – Ask, don't assume. Never assist unless asked.
- L** – Listen attentively, and speak directly to the person
- K** – Know the accommodations and special services available at Halton Healthcare Services



For More Information:

Halton Healthcare Services
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905-845-2571, ext. 4433



Halton Healthcare

**COMMITMENT TO
ACCESSIBILITY:
CUSTOMER SERVICE**

**Information for staff,
physicians, volunteers**



Halton Healthcare Services is committed to providing accessible service to all persons with disabilities. These services will be integrated into our regular programming, whenever possible.

Care and service will be provided in a manner that respects the dignity and independence of all our customers. Persons with disabilities will be given an opportunity to obtain, use or benefit from the services provided by and on behalf of the organization equal to that given to others.

OUR DEFINITION OF “ACCESSIBLE”

“Accessible” means that care and service is provided in a manner that is capable of being easily understood or appreciated, easy to get at, capable of being reached, or entered and obtainable.

THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

The Accessibility for Ontarians with Disabilities Act (AODA), 2005 requires that all service providers remove barriers faced by people with disabilities. Customer service standards are described in the first regulation to be enacted. *Regulation 429/07* came into effect on January 1, 2008 with hospitals required to comply by January 1, 2010. This regulation applies to all employees of the organizations, physicians, volunteers, agents and contracted service staff.

DISABILITY as defined by the AODA includes:

- ▶ Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, both defect or illness
- ▶ A condition of mental impairment or a development disability
- ▶ A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- ▶ A mental disorder
- ▶ An injury or disability for which benefits were claimed or received under the insurance plan established in the Workplace Safety and Insurance Act, 1997; (“handicap”)

PROVIDING CUSTOMER SERVICE

In order to provide care and services to people with disabilities, Halton Healthcare Services...

- ▶ has developed an Accessibility-Customer Service Policy; supported by comprehensive practices and procedures
- ▶ allows people to use their own personal assistive devices to access our services
- ▶ allows people with disabilities to be accompanied by their guide dog or service animal
- ▶ permits people with disabilities to use a support person
- ▶ has a process for people to provide feedback on how we provide care and services to people with disabilities
- ▶ provides notice when facilities or services are unavailable

NEXT STEPS

Accessible Customer Service Training is Mandatory. Phase I will commence in December, 2009.

Watch for the your training package as well as the upcoming on-line ‘eLearning’ Module in 2010.

For further information see our policies on Hospital Organization and Policies and Procedures (HOPP):

- [Accessibility – Customer Service](#)
- [Code of Conduct](#)
- [Communication Accessibility Equipment](#)
- [Patient Feedback-Complaints](#)
- [Concerns/Complaints Resolution](#)
- [Service Animals](#)
- [Pet Visitation](#)

